

## **WARRANTY CLAIM PROCEDURE**

**The following procedure must be followed in strict detail to obtain prompt, complete and accurate evaluation of a warranty claim. Failure to adhere to the specified procedure will lead to delays and may result in refusal of the claim.**

**Only parts which have actually been assembled into an engine will be considered for warranty evaluation. Any parts which are alleged defective due to handling damage, packaging errors, wrong parts, etc. must be returned separately for credit and should not be submitted as warranty material.**

- A) All warranty claims must be processed through the selling agent of ENGINE Australia product within 30 days of the date of the failure. It is the responsibility of the seller to see that all the parts and paperwork are submitted.

In a great many cases the cause of failure may not be readily detectable solely by examination of only the failed parts. For this reason the remaining parts from the set must be submitted with the failed parts. In the case of a crankshaft bearing failure, all rod and main bearings should be returned. In a cam bearing failure, all cam and main bearings should be returned. Because shipping costs for cylinder components may be significant, the seller should inform the Warranty Claims Department of the nature of any claim involving cylinder components and request instructions regarding what components are required for analysis. In all cases, the returned parts must be marked to identify the position in which they were installed during engine operation. If there are any doubts regarding what components are needed for analysis, contact ENGINE Australia Warranty Claims Department .

- B) **Parts must be accompanied by the following information:**
1. Clear and legal copies of all work orders and receipts for parts for the original engine build when the ENGINE Australia parts were first installed.
  2. Clear and legal copies of all work orders and receipts for parts, or a detailed estimate of the parts and labour required for the repairs following the engine failure. Labour hours, hourly rate and an itemized list of parts must be included.
  3. A completely filled out and signed WARRANTY CLAIM form - available on request from ENGINE Australia or on the internet at [www.engineaustralia.com.au](http://www.engineaustralia.com.au). Give as much detail as possible regarding the circumstances of the failure, including a description of engine operating symptoms prior to failure. ATTACH ADDITIONAL PAGES IF NECESSARY.
  4. Mail or fax the original copy of the WARRANTY CLAIM form to the Warranty Claims Dept. at the address shown at the bottom of this form and attach a photocopy to the parts.
- C) Parts returned for warranty analysis must be carefully packed and protected from shipping damage. Parts damaged in handling due to improper packing will be denied warranty consideration.
- D) SHIP WARRANTY PARTS *PREPAID* to: Warranty Claims Department in Dalby, Queensland, Australia. Freight charges plus a handling fee will be charged for any collect shipments. Shipment should be clearly identified as "WARRANTY PARTS".
- E) Ship only warranty material and only one warranty return in a shipment. Do not combine warranty material with the shipment of any other return goods. Do not list more than one warranty claim per claim form.
- F) Warranty claims found to be incomplete or improperly submitted when reviewed by the Warranty Claims Department will be set aside and no action will be taken until the necessary additional parts and/or paperwork are received. Warranty Claims Department will inform the seller/customer responsible for the claim by letter of the additional parts or information needed to process the claim. If no response is received within 30 days, a follow-up letter will be sent. If no response is received within 15 days after the follow-up letter, the claim will be dropped and the returned goods discharged.
- G) Following the evaluation of the parts and information submitted, the Warranty Claims Department will make final determination of the cause of failure. The Warranty Claims Department will provide a report of its findings for all claims determined to be non-warrantable. Evaluation and settlement of warranty claims will be based on the parts and information submitted. We cannot be held responsible for inaccuracies resulting from a lack of or incomplete labour, parts and costs information.

Depending on the nature of the failure, it may be necessary to subject the returned parts to chemical and/or metallurgical tests. Although these tests will delay the completion of the analysis, they will be conducted when necessary to provide an accurate determination of the cause of failure. Since it is usually necessary to remove sections of the parts to conduct these tests, we assume the right to dissect parts as required to perform a thorough analysis.

- H) Where a credit is issued covering a warrantable claim, this credit will be issued to the ENGINE Australia customer through whom the claim was processed. It is the responsibility of the ENGINE Australia customer to achieve a final resolution of the claim with the individual customer involved (if applicable).
- I) We will hold the returned parts for a period of 60 days after completion of the evaluation. At the end of 60 days, the parts will be discarded unless otherwise requested. Parts involved in claims determined to be warrantable will become the property of ENGINE Australia or the manufacturer concerned, upon acceptance of the claim settlement. Parts involved in claims found to be non-warrantable may be returned to the customer upon request, if made within the 60 day period following issuance of a report.

**ENGINE AUSTRALIA  
WARRANTY CLAIMS DEPARTMENT  
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AUSTRALIA**